

Social Services Regulation Reform

Overview of the reforms

July 2021



Families,
Fairness
and Housing

What are social services?

Sectors in scope of the reform include:

- Children, youth and families
- Family violence and sexual assault
- Non-NDIS disability
- Homelessness
- Supported Residential Services (SRS)

Regulation

Why do we regulate?

- To reduce risks of harm to children, young people and adults who are experiencing vulnerability.

Why do we need to reform the way we regulate?



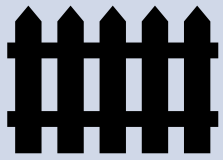

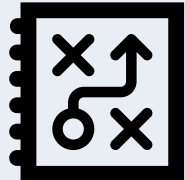

- Social service providers are currently subject to various accountability measures; these arrangements are fragmented and inefficient.
- For some service categories and scheme elements, there is limited legal ability to intervene even when there are known and substantiated risks. This has resulted in preventable harm to the people we serve.

Keeping people safe is a priority we all share.

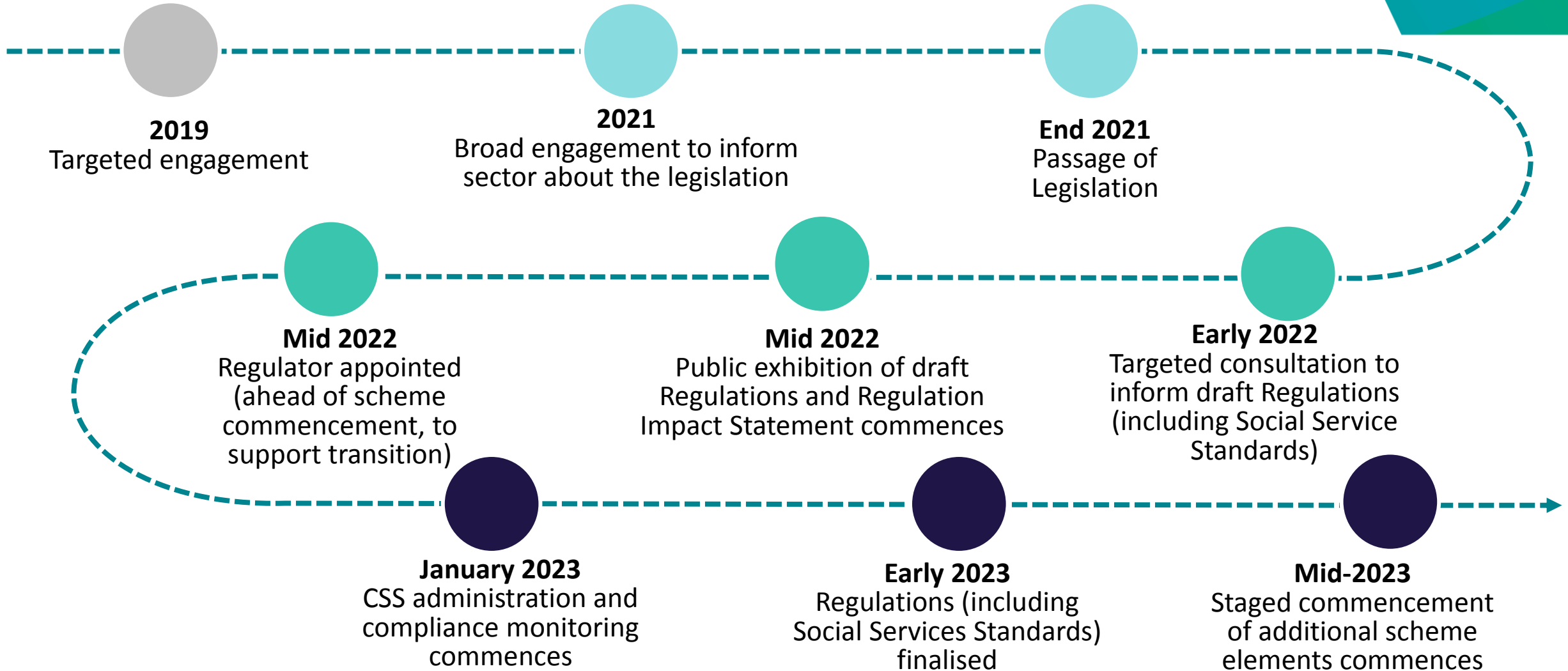
The Social Services Standards are at the heart of the scheme.

These will replace the Human Services Standards, with which you already comply.

Social Services Standards

	<p>Safe service delivery – services are planned, coordinated and safely delivered based on assessed needs.</p>	<p>Service user agency and dignity - services are person-centred and respect and uphold client rights and agency.</p>	
	<p>Safe service environment – services are provided in a safe, secure and fit-for purpose environment.</p>	<p>Feedback and complaints – service users are supported to provide feedback, complaints or concerns about service safety.</p>	
	<p>Accountable organisational governance – effective governance and organisational systems support safe service delivery</p>	<p>Safe workforce – service users receive safe services from a workforce that is skilled, experienced and supported.</p>	

Reform timeline



Key concepts for the new scheme

A single **Regulator** that is **independent** from the department

Registration

Standards

Worker and Carer Exclusion Scheme

Comprehensive regulatory toolkit and fit-for purpose **incident reporting** to effectively support **compliance and enforcement**

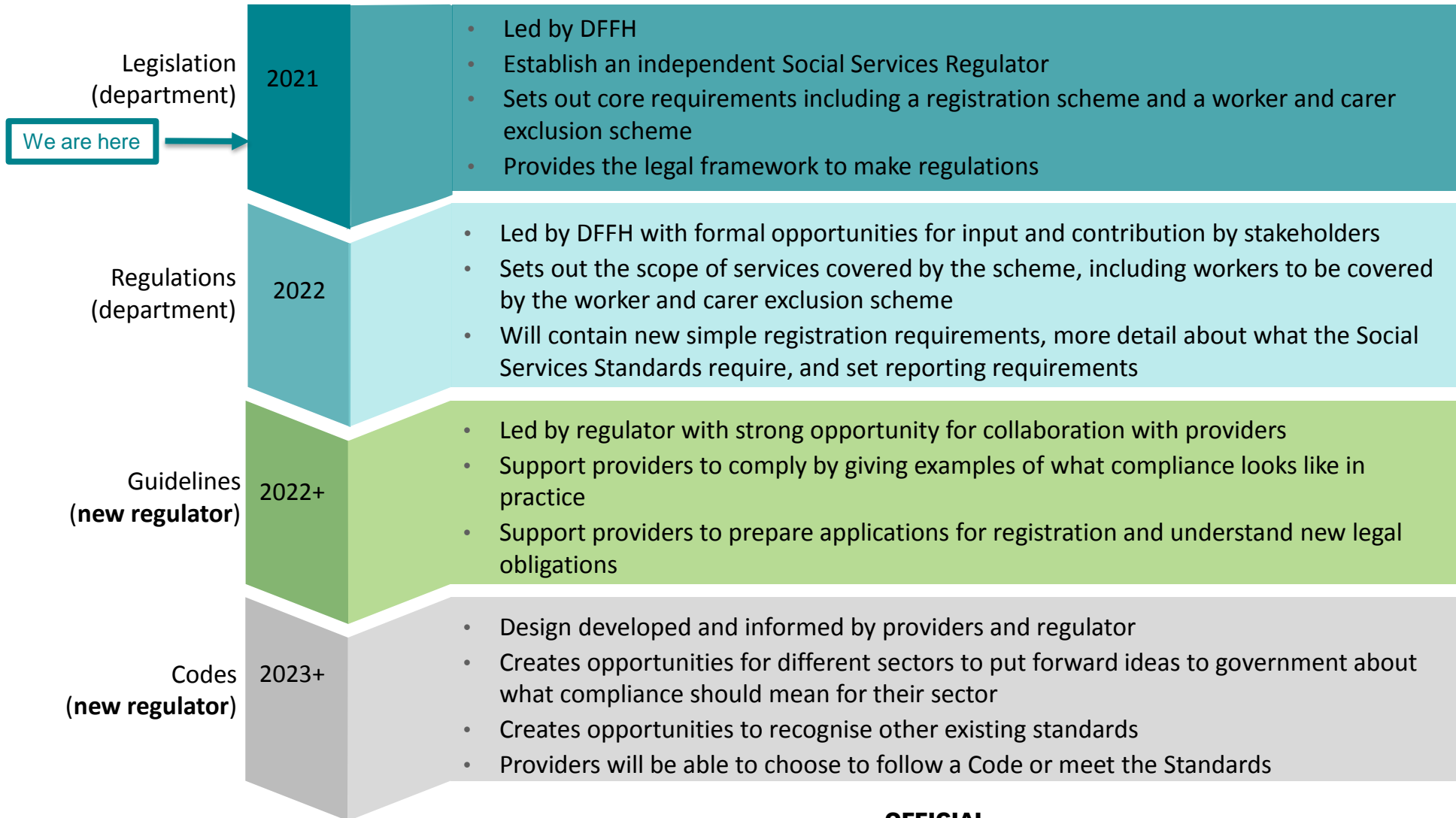
Mutual Recognition and Information Sharing to reduce regulatory burden

Regulation in practice

- **Registration** will be transferred to the new **independent Regulator**.
- **Outcome-based standards** enable the Regulator to support a culture of continuous improvement and take a **risk-based approach** to compliance and enforcement.
- The Regulator will have access to a similar **range of tools** to WorkSafe and the EPA to remedy risks and **support you to comply**.
- The Regulator's **authorised officers' visits** may be more or less frequent depending on the provider. For example, a provider with a history of recent non-compliance may be visited more often than a provider with good compliance and a lower risk profile.
- The reforms create opportunities for **reduced or streamline reporting**. This may include reporting exemptions for providers where you have already given the same or similar information to the Regulator or another government body.
- These reforms aim to enhance the ability of government bodies to **share information** with each other.



Regulatory structure and development stages



We welcome any questions or issues you may wish to raise relating to any of these stages.

Particularly where these relate to later stages:

- we may have a concrete answer,
- we may have a working hypothesis as to how it would work,
- they might already be on our radar for later resolution but we are yet to turn our mind to them, or
- they may be new to us, **and we want to know about them!**